

Revised Terms and conditions. Coronavirus. (Applicable 2020 2021) Due to the exceptional circumstances PoolSchools' have issued temporary and additional Amendment to our normal terms and conditions (A1 1st May 2020)

They are effective from when we resume lessons and during the period to December 2021

The resumption and continuation of normal business may be impacted by specific operating procedures imposed by a venue, council or government . Consequently, PoolSchools' have reviewed the potential impact of the various measures that may be required and include a new temporary clause within our normal terms and conditions. This clause will be applied to all lessons and activity offered and apply to all swimmers from the resumption of normal full termly scheduled lessons. If circumstances prevail it may become necessary to extend the period of the clause.

This clause forms part of the terms and conditions and does not affect your other rights

Continuity of supply (September 2020 December 2021 coronavirus)

Term time and number of lessons

PoolSchools' undertake in good faith to deliver the program of events as advertised and published. Lessons will be scheduled termly with timetables spanning 10 11 or 12 weeks subject to the venue .

For the period from September 2020 December 2021 PoolSchools' identify and commit to deliver a number of lessons (up to 30 33 or 36 subjects to venue) over a rolling period of 52 weeks. 'PoolSchools will have discharged its obligation if sufficient lessons have been made available during that period.

The affective change to our current T & C is that additional /SPARE dates will be added to the termly calendar. SPARE dates are already part of the terms and conditions

Significant changes

In the event of a cancelled lesson a "Spare" date will be opened to replace it.

The next term will not commence until the total number of lessons has been completed from the previous term.

In the event we are unable to roll the term by the use of "SPARE" dates the next term will be extended.

During this period, No refunds will be issued for cancelled lesson moved to Spare dates as PoolSchools undertake to deliver the total number of lessons over a 52-week period.

Absence and Illness

Current terms state "Absence from lessons due to illness generates a credit only when the swimmer is unable to attend for more than 3 weeks and when accompanied with a Doctors' note"

Clarification

- Self-isolation does not constitute an appropriate reason for a credit.

- During the period of this amendment Aug 2020 – Dec 2021 Single or repeated absence due to self-isolation will not constitute a credit.
- In the event a swimmer is absence due to self-isolation parents must complete the Self Isolation form on the web site . One form is to be submitted for each swimmer and on each occasion of isolation (These report will be confidential)
- In recognition that self-isolation is recommended and required under government guidance and confirmed to 'PoolSchools. PoolSchools' will review individual cases in light of repeated absence between August 2020 and December 2021. In the event that it is considered appropriate to issue a refund due to repeated absence a credit will be generated against the swimmer account and applicable for the year from January 2022.

Refunds applicable for the period August 2020- December 2021

- Refunds arising from PoolSchools' being unable to deliver the total number of lessons over a rolling 52 week period.

Refunds will be calculated and issued for the period

August 2020 – July 2021 issued by August 31st 2021

January 2021 to December 31st 2021 issued by 1st February 2022

- Lessons Cancelled be the swimmer (Assuming resumption of normal lessons in September 2020)

Refunds arising from a swimmer cancelling lessons at any time before or during a term from this date forward (1/5/20) will be issued at the end of each term.

Normal terms and conditions apply to deductions for cancellation after the start of term.

Refunds will be issued Dec 31st 2020 April 30th 2021 / July 31st 2021 / 31st Dec 2021

(Substantive variation being the change from monthly refunds to termly refund)